

## FOR IMMEDIATE RELEASE

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## Family Helpline Helps 10,000 Families

**Lincoln** - Since opening its phone lines in January 2010, the Nebraska Family Helpline has helped more than 10,000 families in the state, according to the Nebraska Department of Health and Human Services.

"The Helpline has proven to be a valuable resource for Nebraska families," said Scot L. Adams, director of the Division of Behavioral Health, which funds the Helpline provided by Boys Town. "Perhaps most importantly, almost two-thirds of callers feel they have resolved their issue by the end of the call."

During the past four years, 10,092 Nebraska families have called the Helpline seeking assistance for their child or youth experiencing behavioral health challenges. The Helpline documented 14,470 inbound calls, indicating that some families have called more than once.

Caregivers call the Helpline when they are concerned with their child's behaviors and are searching for more information or referrals for services to help. The NFH provides support for families to deal with their immediate crisis and helps them identify additional resources in their community for ongoing support. The NFH may also connect the caller with a Family Navigator, who is able to meet with the family at their location and time of choice, within 72 hours if desired.

Trained NFH counselors help to empower families with information and referrals appropriate to their situation. Of all the issues reported by callers, the top five regarding children had to do with not following family rules, being aggressive at home, arguing, conflicts with school authority figures and low grades.

The Nebraska Family Helpline is a free, 24/7 helpline provided by Boys Town and funded by DHHS. For more information, visit [www.nebraskafamilyhelpline.ne.gov](http://www.nebraskafamilyhelpline.ne.gov) . The Helpline number is 1-888 866-8660.

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NOTE: Family Navigator Services are operated by the Nebraska Federation of Families for Children's Mental Health and funded by DHHS.